

Job Description
Missouri State Highway Patrol

Class Title: Computer Information Technology Specialist I

Title Code: V08004

Effective Date: 06/26/98

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: Programmer/Analyst Manager or Technical Support Manager

Position Supervised: None

FLSA Classification: Partial-Exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

DEFINITION

This is professional, technical, and consultative work in the support and coordination of computer information technology services and activities.

An employee in this class provides technical expertise in computer systems analysis and design; database and/or network administration; systems programming; and/or other computer information technology specialties in a mainframe, midrange and/or microcomputer environment. Work is generally focused in a primary technical specialty that may cross environments. Work includes conducting feasibility and impact studies of technology direction and providing recommendations. Duties may also include implementation of recommendations, project management and/or provision of technical consultative services. Work is performed under general supervision; however, the employee is expected to exercise independence in the performance of assigned responsibilities.

(Any one position may not involve all of the specified duties or knowledge, skills, and abilities, nor are the listed examples exhaustive.)

EXAMPLES OF WORK

Provides technical expertise in computer systems analysis and design; database and/or network administration; systems programming; and/or other computer information technology specialties.

Develops and/or analyzes very complex project specifications such as flowcharts, logic diagrams and work flow diagrams.

Provides guidance and training to other personnel.

Acts as project team leader; establishes project schedules, assigns tasks, monitors progress against schedules, and conducts technical reviews of assigned projects.

Provides cost benefit analysis of technology solutions to meet business needs.

Provides customer or technical support for systems of average to high complexity.

Provides support for both internal and external organizational computer systems.

Supports applications that span multiple platforms.

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Assists in the research, review, recommendation, and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases.

Develops quality control procedures and hardware and/or software standards.

Designs, writes, maintains, documents and tests complex computer programs and clearly defined segments of highly complex programs.

Defines computer system performance criteria and performs tuning of computer systems for optimum performance.

Participates in computer systems disaster recovery plan maintenance and implementation.

Participates in information strategic plan development, maintenance, and implementation.

Participates in computer systems management plan development, maintenance, and implementation.

Designs procedures for preserving data integrity.

Performs other related work as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS, AND ABILITIES

Thorough knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Thorough knowledge of the general operating principles and capabilities of computer hardware and software.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Considerable knowledge of database management systems.

Working knowledge of agency's automated information systems.

Working knowledge of agency's functions and their interrelationships.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Ability to utilize project management tools.

Ability to prepare and interpret computer program documentation.

Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to troubleshoot and resolve hardware and/or software problems.

Ability to train and assist less experienced personnel.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to establish and maintain effective working relationships.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

EXPERIENCE AND TRAINING QUALIFICATIONS

(The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

Three years, including two years above the entry level, of professional and technical computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

OR

One year of experience as a Computer Information Technologist III or two years of experience as a Computer Information Technologist II under the Missouri Uniform Classification and Pay System.

